

## Examiner's Report

TALENT (SKILLS) CAPSTONE EXAMINATION – JULY 2019

### (SS1) EFFECTIVE COMMUNICATION SKILLS

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SS1 – Effective Communication Skills – July 2019 paper comprising three Sections as **Section A**, **Section B** and **Section C**, had 8 compulsory questions to test interactive abilities in English in a business context of the capstone level candidates, for that English grammar, reading comprehension, business writing and vocabulary had been tested herein.

According to the comments given by marking examiners the paper was successful.

#### General observations of the paper:

#### SECTION A

This part consisted of 03 questions.

#### **Question No. 01**

This question was to assess the interactive ability of the candidates by using the MCQ technique to select the most appropriate word phrase. This question was attempted by almost all the candidates but their performance was less satisfactory due to poor attention to the question and its instructions. Though they were instructed to read all parts to understand the subject matter only a very few had done so and answered this question successfully.

#### **Suggestions for improvements:**

The foremost advice to the candidates is that they must read and understand the questions and the instructions carefully before writing the answer. Further, the candidates should pay more attention on conversational type texts / dialogues while they should be given dialogue-based activities. In addition it is recommended to read interviews in business magazines. Furthermore, they should be familiar with phrasal verbs and idioms which we use in day to day context.

#### **Question No. 02**

This question which was expected to assess the candidates' ability in grammar, specially use of cohesive devices and connectives to make the text meaningful was attempted by almost all the candidates. Considerable number of candidates had successfully answered this question. The technique used was filling in blanks in a business writing text.

#### **Suggestions for improvements:**

The candidates should pay more attention on how cohesive devices and connectives work in sentences and make them meaningful paragraphs. Much reading is needed for this. It is recommended to read business articles in newspapers and magazines.

### **Question No. 03**

This question was set to test the candidates' ability in writing a public invitation to a newspaper. The technique used here was guided writing. Since the points and guidance had been given many candidates had attempted this question but the majority of them were unsuccessful due to confusion of a particular format. Some had written very good answers to take full marks for this.

#### **Suggestions for improvements:**

The candidates should pay much more attention on the formats of such a piece of writing by practising after reference to newspaper advertisements how and what vocabulary and sentence patterns should be used.

## **SECTION B**

This part consisted of 03 questions.

### **Question No. 04**

This question was set to test the candidates' comprehensive and vocabulary competencies regarding reading and understanding a descriptive text from which the candidates were expected to select contextually similar words and fill in the blanks. Having been very short, it encouraged most of the candidates to attempt the question, but earning full marks for this question quite less though it looked easy. So the panel was also in view that it was a good question with a student influential technique.

#### **Suggestions for improvements:**

Candidates should pay attention on reading texts in order to be familiar with contextual understanding. They must develop their vocabulary range by reading various types of texts in newspapers, magazines, reports, etc.

### **Question No. 05**

This question was prepared to assess the writing ability of the candidates while making aware of how one goes up in the career. Almost all the candidates had attempted this question for which they had earned good marks also. The technique used in this question was guided writing. However, it was noticed that some had not paid much attention on the question because they had ignored the part, 'the field of business' in the question. They had written paragraphs about people who were not in the business field. Therefore, what was expected from this question had not been fulfilled.

#### **Suggestions for improvements:**

The candidates must fully understand the question first and write the answer. Reading profiles and auto biographies / biographies of business leaders may be helpful to the candidates to write better answers like this. However, it is recommended to read newspapers and magazines continuously.

## **Question No. 06**

This question was set to assess the ability to analyze an income statement of a business organization. The candidates had been given a guideline how it was written. A considerable number of candidates had tried this question but some who were confused in organizing the data had copied the income statement. However, considerable number of candidates who attempted the question had successfully written the answer. The panel was on an opinion that this was a good question for this level.

### **Suggestion for improvement:**

Candidates are advised to read business articles in newspapers, business analysis in company annual reports etc. Further candidates should practise analytical writing.

## **SECTION C**

This part consisted of 02 questions.

## **Question No. 07**

### **A Part**

This question was set to assess the ability of analytical writing and the candidates were expected to analyze a bar chart and write a description. The technique was guided writing. Almost all the candidates had attempted this and majority of them had scored fairly well. It was a good sign that some had tried to use comparative and superlative degree adjectives to compare and contrast the facts of the chart. It must be mentioned that the candidates had scored more marks for the contents than the language.

### **Suggestions for improvements:**

The candidates should encourage to practise writing descriptions by looking at samples available in newspapers, magazines and annual reports, etc. They are advised to use cohesive devices in order to make the paragraph beautiful.

### **B Part**

This question tested the ability of the candidates' comprehensive knowledge in English on a technical type text. Almost all the candidates had attempted this part and many candidates had answered fairly well. This question helped the candidates to add marks to the total. A few had copied unnecessarily long sentences and phrases for the answers. The technique used in this question was questioning and answering. The panel was of view that this question was a good one.

### **Suggestions for improvements:**

A variety of reading activities can be done to improve the candidates' reading comprehension. They should also try to improve the vocabulary level to understand the texts. And also the candidates should read the questions several times before answering the questions to understand perfectly and then only they can write a perfect answer. Annual reports, business pages of newspapers and magazines, etc. are recommended to be read.

## **Question No. 08**

This question was set to assess the ability of candidates on letter writing. Some candidates had ignored answering this question that might be that they were unable to manage the time. However, those who answered had done it fairly well. Some who had got confused with the instructions had prepared a very lengthy CVs instead of writing a covering letter. Those who followed the correct format of the covering letter had taken good marks for this question.

### **Suggestions for improvements:**

The candidates should follow the correct letter format when answering such a question. The sample letters should be referred to get good knowledge and much practice is needed.

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### **Common suggestions for improvements:**

- (1) Pay attention on spelling and punctuation marks when answering.
- (2) Pay attention on grammatical accuracy, appropriateness to the questions.
- (3) Follow the given instructions thoroughly and read the questions understandably.
- (4) Pay attention on clarity and should write relevant question numbers correctly.
- (5) Use reading techniques like scanning, skimming and inferring when attempting to answer questions related to reading.
- (6) Pay attention on required length of answers.
- (7) Improve good range of vocabulary.
- (8) Clear and legible hand writing.
- (9) Manage time to answer the paper.
- (10) Pay attention to the given guidelines.

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